

Complaint Tracking for California

					June 2003
Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	of Compl.		Resolution	
4199Z	06/17/03	30	Customer wants her Sprint LD bill corrected to reflect free LD through Sprint CRS when calling California.	07/21/03	Wrote a letter to the customer explaining "free long distance" was a promotion only for CRS. Offered to review her phone bill.
3367-I	06/27/03	17			
3367-I	06/27/03	5	Caller said agent was rude and unresponsive.	08/05/03	Coached CA on helpful tone when dealing with customers.
2565	06/23/03	3	Customer requested to make a second call however agent disconnected customer.	06/24/03	Coached CA on staying on the line until IB disconnects or gives sk's and does not respond to CA sk's. Also coached on following instructions.
2565	06/23/03	5	Customer stated that CA did not process the call correctly with the voice person unfamiliar with relay.	06/22/03	CA followed proper call processing procedure and was reviewed on modified specific person request and announcement call techniques.
2563	06/22/03	9			

Complaint Tracking for California

					July 2003
Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	of Compl.		Resolution	
6582X	07/18/03	11	Agent annouced voice to a vco user.	07/18/03	Agent was following procedures by voicing greeting. Coached agent to switch to tty mode when OB could not hear agent.
3390-I	07/03/03	17	Caller said the agent was very rude.	07/07/03	Agent and supervisor reviewed proper procedure regarding proper voice tone.
1516	07/24/03	17	Customer complained that agent would not repeat what was said and that agent was rude.	07/24/03	Advised that agent followed proper call procedures.
4242Z	07/29/03	21	Customer states that agent was nonresponsive to customer questions.	07/29/03	Agent followed procedures.
2589	07/14/03	3	Customer reports agent failed to follow directions.	07/20/03	Discussed tty-voice answering machine procedures with agent.
2073X	07/15/03	3	TTY user reports that agent failed to follow directions.	07/15/03	Coached agent to ask a team leader if instructions are not clear.
2596	07/20/03	4	Customer reports agent did not keep customer informed at all times.	07/22/03	Agent followed customer notes/ instructions. CA was coached about answering tty question.
2596	07/20/03	21			
2581	07/09/03	5	VCO user was upset because the CA hung up on her.	07/09/03	Informed Customer without an agent # we would not be able o follow up with that agent.
3454-I	07/22/03	6	Customer concerned over agents misspelling words making it hard to understand the conversation.	09/24/03	CA was coached on the importance of correct spelling.

Complaint Tracking for California

August 2003					
Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	of Compl.		Resolution	
4251Z	08/06/03	02	Agent ignored customer notes and agent was rude.	10/23/03	CA was advised by supervisor to follow customer notes.
4251Z	08/06/03	03			
3495I	08/07/03	02	Agent was not typing the "GA" and did not follow customer note to turn off the turbo code and just overall annoyed the customer.	09/15/03	Reviewed importance of typing and procedures for turbocode.
3495I	08/07/03	03			
3003J	08/09/03	03	Agent refused to give her ID number when asked for it.	08/09/03	Agent coached on importance of providing ID number and appropriate tones.
3004J	08/09/03	03	Supervisor was not professional and had a smart mouth.	08/09/03	Reminded TL to respond politely and professionally, as she said she did.
4248Z	08/06/03	17	Agent was unprofessional and had "rude voice tone."	08/06/03	Spoke with agent. She followed relay procedures by pacing the customer and not answering questions which she tried to redirect to the TTY customer.
2634	08/29/03	21	Voice person was very upset that they heard TTY tones in his ear.	08/29/03	Met with agent and went over procedure for voice to TTY ans. Machine. CA demonstrated understanding and knowledge of procedure.
3065J	08/30/03	21	ATTY customer called to say that agent told them that Long Distance was not free in California.	08/30/03	Agent is new and did not know about CA free LD. Made agent aware.
3062J	08/28/03	5	Customer gave the agent the number to dial and her requests then the agent hung up.	08/29/03	Agent accidentally hit the wrong button. Agent was coached.

Complaint Tracking for California

					September 2003
Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	of Compl.		Resolution	
6664x	09/18/03	03	Agent did not follow instructions.	09/18/03	Coached agent to type (Relay hung up) instead of (person hung up).
6663x	09/18/03	05	Agent hung up call.	09/22/03	Reviewed proper procedures with the agent. Customer follow-up.
15253	09/18/03	17	Caller stated she heard the agent laughing on the phone during the call.	09/18/03	When an attempt was made to explain the situation customer became upset and hung up.
3133-J	09/18/03	17	Caller said both the Spanish agent and supervisor were rude and laughing at the caller.	09/18/03	Spoke with supervisor. Please see complaint 15253.
2660	09/21/03	17	Customer said agent was rude and unprofessional.	09/21/03	CA followed procedure maintained transparency. Not getting involved perceived as rudeness.
7698B	09/18/03	21	This agent took too long to respond after customer typed GA.	09/19/03	Coached agent on importance of responding back in a timely manner to make the call flow more conversational.
3116-J	09/16/03	3	Customer states they requested a tty to vco call and agent told them they needed to contact customer services.	09/20/03	Supervisor reviewed procedures with agent.
7745B	09/29/03	3	Agent specifically asked for a person and agent spelled the wrong name. Agent had poor typing.	10/21/03	Discussed following customer's instructions, unacceptable typos, pauses in the conversation, and went over specific procedures.
9005FL	09/22/03	4	Customer complained that the agent and supervisor refused to retrieve remote answering machine msg.	09/29/03	Supervisor told agent to send the macro for "please place your handset next to the ans mach.." The customer became upset and disconnected call.
2669	09/30/03	4	Customer stated agent did not keep her informed.	09/30/03	Agent was coached on proper procedures.
4287Z	09/16/03	5	Agent hung up on the customer when asked to dial another number.	09/23/03	Coached agent on remaining patient and to process all calls efficiently.
9005FL	09/22/03	5			
6680X	09/26/03	5	Customer reports agent hung up in the middle of tty user typing.	09/29/03	Currently we do not have any relay opr with this ID#.
7722B	09/23/03	9	Customer reports agent would not verify message for customer.	09/28/03	Reviewed proper procedures with the agent.

Complaint Tracking for California

October 2003					
Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	of Compl.		Resolution	
6686X	10/01/03	1	CA didn't wait for the person to finish giving info before dialing.	10/05/03	Coached CA to wait longer for GA.
3170J	10/05/03	21	Customer states that CA would not respond when she dialed into relay services.	10/06/03	Agent coached on proper procedure for processing calls.
3171J	10/05/03	21	Customer states that CA would not respond when she dialed into relay services.	10/06/03	Agent and supervisor coached on the proper procedures for processing calls.
3180J	10/05/03	21	Customer states that agent did not process her call correctly and stated that she wanted instant credit given on the call.	10/06/03	We do not have an agent ID - unable to follow up with the agent to see what happened.
7816B	10/20/03	21	Customer typed out a long message that the agent did not leave.	10/25/03	We reviewed proper call procedures for leaving messages and agent agrees to follow.
6729X	10/31/03	3	Agent did not follow directions and threatened the tty user that relay would hang up on them.	11/11/03	Coached agent on proper call procedures.
3186J	10/09/03	5	Agent failed to relay what customer said.	10/15/03	Agent was coached on proper procedures.
3186J	10/09/03	9			
3187J	10/09/03	5	Customer was having a problem with an agent and asked to speak to a supervisor. The customer is not sure if this was really a supervisor or if the agent was pretending to be the supervisor.	10/15/03	Verified with supervisor that she took the call. Customer contacted and customer was satisfied.
7374za	10/02/03	6	Customer states the agent made funny noises. Customer upset with agent behavior.	10/07/03	Coached agent on clarity, accurate pronunciation and voicing.
3194J	10/10/03	7	Caller said agent had a lack of quality and professionalism; her typing skills were very slow. Caller said agent kept asking to repeat. Caller said agent talked in a negative voice tone causing caller to think the person she called on relay was upset.	10/10/03	Unable to follow up with the agent as there is no agent assigned to that number.

Complaint Tracking for California

November 2003					
Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	of Compl.		Resolution	
4331z	11/12/03	1	Customer reports a significant wait after typing answering machine message for the operator to dial and leave.	11/12/03	Agent was reminded by supervisor that it is required that an operator pay attention to a call, to not read, write or talk to others while on a call.
6744X	11/06/03	4	Customer says the agent didn't state the truth, when asked if the person got the msg.	11/06/03	Coached agent on proper call procedures and proper customer protocol.
6744X	11/06/03	17			
6772X	11/25/03	17	Customer felt agent was playing games and was non responsive to customer questions.	07/25/03	Coached agent to answer caller w/ yes can read you, number you are calling to please.
8919N	11/19/03	21	Customer reports no reply was given when trying to make a call. After a few minutes customer disconnected call.	01/22/04	Call may not have connected to relay, may have been a technical problem.
3311J	11/19/03	21	Customer advises the agent got access to her private phone line through a relay call and then called to harass her.	11/25/03	Contacted customer and explained that it is not possible for agents to manipulate the system to harass the caller on private lines. Tried to explain that it could have been wrong number.
3310J	11/19/03	24	VCO user reports agent dialing to CRS designated VCO number is connecting to a person's residential phone number.	11/20/03	TT results - Customer needs to contact either her pbx administrator or local provider.
8912N	11/12/03	3	Customer became irate because the operator typed everything that he heard on the answering machine verbatim.	11/12/03	Opr was reminded to call over a supervisor if having difficulty with a call or customer.
6760X	11/17/03	3	Customer reports agent did not follow instructions.	11/17/03	Coached agent on following customers instructions and keeping the customer informed.
6766X	11/23/03	5	Agent hung up on customer.	12/04/03	Agent coached and understands the consequences of disconnecting a call.
3327J	11/24/03	5	VCO customer said agent cut him off before he was thru leaving his msg on the answering machine.	01/19/04	Agent was coached on proper vco answering machine procedures.
6776X	11/28/03	5	Operator read customers instructions and then hung up.	11/29/03	Agent is fully aware of consequences of hanging up on callers and will be more careful in the future.
3272J	11/05/03	8	Customer reports agent confused the call because she did not relay info accurately.	11/06/03	Reviewed proper procedures with the CA.

Complaint Tracking for California

December 2003					
Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	of Compl.		Resolution	
3354J	12/09/03	1	Customer reports the agent was extremely slow to outdial.	12/16/03	Agent was coached to keep customer informed in the process of the call.
7664C	12/10/03	2	Agent did not follow database instructions and ignored customer's attempts to get her attention before the call was connected.	12/29/03	Supervisor coached the agent on the importance of following customer's instructions and to promptly respond to the customer.
2788	12/30/03	24	Customer attempted to make local call. Both our system and she said it was a local call. Reached recording stating to please enter your long distance access code.	05/13/04	TT results - Tech was unable to reproduce the problem.
6800X	12/19/03	3	Said agent redialed without his consent to a long distance number.	12/19/03	Spoke to agent. Agent was following proper procedures.
3378J	12/15/03	35	VCO caller using new portable device reports some garbling but is very confused over which number to use to connect to relay when traveling.	02/02/04	Sent fax to customer explaining vco national number and suggestions to reduce garble.
3371J	12/12/03	4	Customer said agent told voice person I had hung up without my knowledge and authorization - agent lied to me.	12/12/03	Agent will ask for assistance to disconnect and not disconnect on her own.
2760	12/03/03	5	TTY customer reports agent did not answer questions after the call about how the conversation ended. Agent hung up on her.	12/10/03	Coached agent to remember to call supervisor when having problems.
3401J	12/20/03	5	Customer said agent wasn't paying attention to the caller nor was she switching over to vco in a timely fashion.	12/21/03	Coached agent on the proper procedures for handling a vco call, not breaking transparency and the proper way to disconnect a call at the end.
3367J	12/11/03	9	Caller said agent just listened to recording and did not type the recording with menu options for them to make a selection of who they needed to speak with.	02/04/04	Coached on recording procedures.

Complaint Tracking for California

January 2004					
Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	of Compl.		Resolution	
6814X	01/01/04	18	Customer was upset at an incorrect message that she received.	03/15/04	Agent ID# not assigned to any employee.
4383Z	01/15/04	2	CRS ASCII user frustrated that agent did not execute customer notes regarding initialization of his ASCII calls.	01/15/04	Agent remembered the call but the call went through with no problem.
4383Z	01/15/04	5			
3436J	01/05/04	21	Customer reported that they wished to file a complaint because agent was typing at the same time they were typing.	01/05/04	Discussed with supervisor that he could have explained need of software to prevent interruptions.
3004K	01/22/04	3	Customer faxed a partial copy of the conversation where in the agent did not follow procedure and agents informal comments were inappropriate, unprofessional and unexpected.	01/29/04	Coached agent on transparency and following customer notes.
6831X	01/15/04	4	Customer was angry because instead of typing leave a message the operator typed one moment please.	01/17/04	Reviewed proper procedure with agent.
2803	01/13/04	5	Customer said agent disconnected caller after she had typed a really long message for an answering machine.	01/19/04	CA understood importance of paying attention on calls.
3490J	01/19/04	5	Customer called to say agent disconnected his call.	05/20/04	The agent number identified by the customer is not assigned to any Sprint CRS employee.

Complaint Tracking for California

February 2004					
Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	of Compl.		Resolution	
2848	02/09/04	17	VCO upset that agent did not follow dorections to verify number before dialing and agent sounded rude when typing and would not respond to questions.	02/09/04	Coached agent on reading and listening carefully at all times to customer instructions and notes and appropriately wording questions.
6878X	02/19/04	17	Agent should respond to caller immediately when they ask a question and should not read the notes while a caller is talking.	02/20/04	Coached agent on proper VCO procedures.
3101K	02/16/04	2	Customer reports agent did not follow customer call notes.	02/20/04	Supervisor followed proper procedures. Agent coached on proper procedures and importance of thoroughly reading the customer database notes.
3053K	02/03/04	24	Agent VCO user reports unable to dial number - recieves a busy signal instead. Customer was unsure how his equipment works but concerned if this is a relay issue.	03/30/04	Spoke with customer and found he replaced defective equipment
3129K	02/24/04	29	CA voice caller receiving SRO fraudulent calls extremely upset.	03/30/04	No contact information was given.
6860X	02/03/04	3	Agent dialed the wrong number.	02/05/04	Coached agent on importance of dialing correct number.
6860X	02/03/04	8			
2848	02/09/04	3	VCO upset that agent did not follow dorections to verify number before dialing and agent sounded rude when typing and would not respond to questions.	02/09/04	Coached agent on reading and listening carefully at all times to customer instructions and notes and appropriately wording questions.
3125K	02/24/04	35	Customer is upset that Sprint does not provide a direct TTY number for them to be able to call via TTY.	03/31/04	No contact information was given.
2864	02/20/04	4	TTY worried and angry that agent might have dialed wrong long distance number and did not keep tty informed.	02/25/04	Coached agent on progress reports and keeping the customer informed.
3133K	02/25/04	5	SRO customer reported agent hung up when customer was talking to person called. Also states that special instructions needed to be repeated and agent was rude.	03/12/04	The agent waited for 3 minutes, there was no response so he typed and informed the caller that the call was being disconnected.
6887X	02/25/04	5	Agent hung up on customer.	02/26/04	CA was coached on proper procedures.
6870X	02/11/04	8	Agent did not speak clearly to outbound.	02/27/04	The agent id# identified by the caller is not assigned to any employee. Customer does not want follow up and did not provide info that is necessary for further investigation. No further action possible.

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Complaint Tracking for California

					March 2004
Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	of Compl.		Resolution	
3302K	03/16/04	0	TTY user unable to connect to a relay opr or RCS and is left holding.	03/16/04	Agent was turning turbo code off. Reviewed procedures with agent.
3302K	03/16/04	3			
3195K	03/13/04	17	Customer reports the agent was devious and evasive when he asked why she wanted his calling from number.	03/19/04	Agent is aware of what to do in regards ro having no from number.
3196K	03/13/04	17	Customer states supervisor was argumentative and was not helpful in resolving a serious problem.	03/19/04	Spoke to AIC who said the call came in as a relay center with no from # so the CA had no gender. Immediately IB was swearing at the CA - AIC annouced as assitant supervisor and IB did not believe he was a supervisor.
3213K	03/19/04	24	Customer is not able to call to Mexico using his calling plan through SBC. TT I001643543	05/24/04	TT results - The customer needs to work with SBC to get LD service
3198K	03/14/04	29	Customer states his calling from number apparently did not appear to the agent and he wants to know why.	05/20/04	TT results - No network issues that would block the ANI. Unable to reproduce the problem.
3154K	03/03/04	3	Customer advises that her instructions were not followed.	03/05/04	Agent coached to follow all customer notes and instructions.
6900X	03/04/04	3	Agent dialed wrong number twice and sent page was sent incorrectly.	03/04/04	Coached agent on proper procedures.
2898	03/08/04	3	VCO reports agent did not verify information.	04/23/04	Coached operator on following customer notes more carefully.
7725D	03/21/04	3	Agent did not dial correct number and did not place call correcty.	03/25/04	Coached the agent on the importance of dialing correctly and processing every call according to procedures.
4474Z	03/22/04	3	Agent did not give information after call had finished.	03/22/04	Agent followed correct procedures.
7446za	03/15/04	5	Agent hung up on customer and told state agency that it was a fax.	03/25/04	Reviewed procedures for dealing with fax tones on a call. Agent knows to call supervisor when in doubt.
7701D	03/15/04	5	CRS hung up on caller and ignored them.	03/16/04	Agent is aware of procedures and knows no to disconnect IB without supervisor approval.
6916X	03/21/04	5	Customer reports that agent hung up on the outbound voice person several times.	03/29/04	Agent followed correct procedures.
3223K	03/23/04	5	Customer reports that agent failed to follow directions.	03/25/04	Advised agent to get supervisor if call strangley dropped or hung up in the future. Coached on correct procedures for announcing calls, adjusting microphone volume and speaking.
3159K	03/04/04	7	Customer advises the agent did not type verbatim.	03/07/04	Discussed proper call technique when reaching a recording.
3234K	03/28/04	7	VCO user reports agent does not type everything his caller says and does not like all the typing of background noises.	03/29/04	Unable to follow up with agent as this agent no longer works here.

Complaint Tracking for California

					April 2004
Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	Compl.		Resolution	
6948X	04/12/04	17	Caller felt she was being told how to do her phone call by the agent and agent lacked respect for the caller.	04/12/04	Agent coached on proper procedures.
6952X	04/15/04	17	VCO customer asked agent to confirm their agent number. Agent sent wrong macro.	04/15/04	Supervisor coached agent on proper procedures.
6968X	04/16/04	17	Agent was rude when caller asked her not to announce relay. When she did the outbound hung up.	04/18/04	Reviewed proper call procedures with agent and the importance of following customer's instructions.
6969X	04/17/04	3	VCO customer asked agent to confirm their agent number and agent replied - number you are calling to please. VCO got garble from relay.	04/17/04	The Supervisor assisting the agent coached her on proper procedures.
3313K	04/19/04	4	TTY customer reports agent placed call to business when a live person answered they disconnected. TTY user asked why it happened. There was a long pause and then agent resonded they did not have that info.	04/20/04	Operator coached on the correct procedures and she undestood.
7865D	04/19/04	18	Customer feels agent failed to type complete answering machine message.	04/20/04	Coached agent on importance of typing the entire recording and keeping the customer informed.
6957X	04/19/04	17	VCO said agent was rude and did not listen to her instructions.	04/19/04	Educated agent on fully and completely listening to customer then read customer notes if any. Rspnd to customer's questions and be pleasant.
8636D	04/23/04	9	Agent did not follow procedures correctly.	04/23/04	Coached agent and agent now understands what was wrong and will do better.
6981X	04/30/04	18	Agent typed answering machine playing and instead should have typed out recording.	04/30/04	Coached agent on proper answering machine procedures and to listen to customer instructions until they give the GA.

Complaint Tracking for California

					May 2004
Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	Compl.		Resolution	
6988X	05/04/04	21	Customer states agent very slow to redial and leave message on answering machine.	05/06/04	Supervisor went over proper procedures with agent.
6989X	05/04/04	21	Customer states agent very slow to redial and leave message on answering machine.	05/05/04	Supervisor went over proper procedures with agent.
6990X	05/04/04	21	Customer states agent very slow to redial and leave message on answering machine.	05/10/04	Supervisor went over proper procedures with agent.
6691X	05/04/04	21	Customer states agent very slow to redial and leave message on answering machine.	05/04/04	Coached agent to ring supervisor if having difficulty on call.
6992X	05/04/04	21	Customer states agent very slow to redial and leave message on answering machine.	05/09/04	Reviewed proper call processing to redial and leave a message. We also discussed the need to stay focused on calls always.
6993X	05/04/04	21	Customer states agent very slow to redial and leave message on answering machine.	05/08/04	Reviewed maintaining 100% focus on call at all times.
6994X	05/04/04	21	Customer states agent very slow to redial and leave message on answering machine.	05/05/04	Reviewed proper call processing to redial and leave a message. We also discussed the need to stay focused on calls always.
3370K	05/08/04	8	Customer states that agent was impatient and had a negative tone from the beginning of the call.	05/11/04	Coached agent on voicing in a clear voice and to remain professional and never speak using a rude tone to any customer.
6010xa	05/11/04	24	Customer stated they had to wait 45 minutes in order to get connected to Sprint CRS and would like to know why.	05/12/04	TT results - Tech unable to resolve issue as they need more information in order to look into the problem. Unable to reach customer.
6011xa	05/11/04	4	Customer stated that agent did not announce his agent # at agent change. Agent also did not respond to customer's questions.	05/11/04	Agent was coached on proper procedures.
6012xa	05/11/04	9	Customer states that agent did not type answering machine recording.	05/11/04	Reviewed proper procedures with agent.
2980	05/13/04	5	TTY user reports that agent hung up on them for no reason.	05/21/04	Reviewed procedures with agent.
6019xa	05/15/04	5	Customer states that agent started to leave message on answering machine. Customer answered but agent hung up instead of relaying the call.	05/19/04	The agent ID # identified by the customer is not assigned to any employee.
6028xa	05/19/04	1	Customer complained that agent took too long to call back to leave a message and would not answer caller's questions as to why it was taking so long.	05/24/04	Agent followed all proper procedures for answering machine.
6029xa	05/19/04	1	Customer complained that agent took too long to call back to leave a message on answering machine.	05/24/04	Supervisor went over proper procedures with agent. No further contact possible.
6030xa	05/19/04	1	Customer stated that agent took too long to call back to leave message on answering machine.	05/19/04	Agent number was invalid for SD center.
6032xa	05/19/04	1	Customer stated that agent took too long to call back to leave message on answering machine.	05/19/04	Proper procedures were reviewed with agent.
6033xa	05/19/04	1	Customer stated that agent took too long to call back to leave message on answering machine.	05/20/04	Proper procedures were reviewed with agent.
6034xa	05/19/04	1	Customer stated that agent took too long to call back to leave message on answering machine.	06/07/04	Met with CA and coached her on the importance of dialing out in a timely manner.
7614E	05/19/04	02	Customer reports agent was nonresponsive to customer questions.	05/20/04	Agent followed correct procedures as witnessed by assistant supervisor.
7614E	05/19/04	03			
6038xa	05/20/04	5	Customer states that agent disappeared during call.	05/21/04	Agent was coached on proper procedures.

Complaint Tracking for California

Tracking	Date of	Cat. #	Nature of Complaint	Date of	Explanation of Resolution
#	Compl.	Compl.		Resolution	
5487	05/05/04	3	Caller said agent did not hang up voice user and was rude and treating.	05/24/04	Reviewed proper procedures with agent. Agent followed proper procedures and did not break transparency.